

AMENDMENTS TO THE CLAIMS

Upon entry of this amendment, the following listing of claims will replace all prior versions and listings of claims in the pending application.

IN THE CLAIMS

Please amend claims 22, 26, 27, 33, 36 and 37 and add claim 43 as follows:

1-21. (Canceled)

22. (Currently Amended) A method executed by an interface unit for putting a client on hold, the method comprising:

- (a) intercepting, by an interface unit, a request from a client to access a requested server;
- (b) determining, by the interface unit, that a current response time of the requested server exceeds a threshold;
- (c) ~~identifying putting the client on-hold~~, by the interface unit, ~~the client as on-hold~~ in response to the determination that the current response time exceeds the threshold;
- (d) establishing, by the interface unit, a waiting time for the client; and
- (e) transmitting, by the interface unit, an on-hold request to an on-hold server based upon the waiting time.

23. (Previously Presented) The method of claim 22, wherein the response time is estimated, by the interface unit, from a recurrence relation

$$t'_{(i+1)} = \frac{(i-1)t_{(i-1)} + it_i}{2i-1} + (t'_i - t_i)K$$

where t_i denotes the response time at the i^{th} episode, t'_i denotes the estimated response time at the i^{th} episode, and K is a constant of error correction learned from ongoing traffic.

24. (Previously Presented) The method of claim 22, wherein step (b) comprises evaluating, by the interface unit, if the determined response time exceeds a guaranteed client-server response time established by the requested server.

25. (Previously Presented) The method of claim 22, wherein step (d) comprises determining, by the interface unit, an approximate waiting time for the client based upon the estimated current response time of the requested server.

26. (Currently Amended) The method of claim 22, wherein step (d) comprises delegating, by the interface unit, establishment of the waiting time to [[a]] an executable code on an on-hold page provided to the client, the code corrects the waiting time based upon a round trip time and a response time provided by the interface unit.

27. (Currently Amended) The method of claim 22, wherein step (d) comprises providing, by the interface unit, [[a]] an executable code to the client, the code receives a preferred wait time or on-hold preference from a user of the client.

28. (Previously Presented) The method of claim 22, wherein step (e) comprises selecting, by the interface unit, the on-hold server from a plurality of on-hold servers based upon the waiting time or an on-hold preference.

29. (Previously Presented) The method of claim 22, wherein step (e) comprises generating, by the interface unit, an on-hold request for a web page of the on-hold server.

30. (Previously Presented) The method of claim 22, wherein step (e) comprises identifying a web page from a plurality of web pages, each of the plurality of web pages providing different content according to different wait times.

31. (Previously Presented) The method of claim 22 further comprising maintaining, by the interface unit, the client on hold until the response time of the requested server is less than a desired response time specified by a user of the client.

32. (Previously Presented) The method of claim 22 further comprising:
receiving, by the interface unit, an indication that the user of the client is finished with the on-hold server; and

taking the client off on-hold.

33. (Currently Amended) A system for putting a client on hold, the system comprising:
 an interface unit intercepting a request from a client to access a requested server,
 determining that a current response time of the requested server exceeds a threshold, and
~~identifying~~ putting the client ~~[[as]]~~ on-hold in response to the determination that the
current response time exceeds the threshold, wherein

the interface unit establishes a waiting time for the client and transmits an on-hold request to an on-hold server based upon the waiting time.

34. (Previously Presented) The system of claim 33, wherein the interface unit estimates the response time from the recurrence relation

$$t'_{(i+1)} = \frac{(i-1)t_{(i-1)} + it_i}{2i-1} + (t'_i - t_i)K$$

where t_i denotes the response time at the i^{th} episode, t'_i denotes the estimated response time at the i^{th} episode, and K is a constant of error correction learned from ongoing traffic.

35. (Previously Presented) The system of claim 33, wherein the interface unit determines an approximate waiting time for the client based upon the estimated current response time of the requested server.

36. (Currently Amended) The system of claim 33, wherein the interface unit delegates establishment of the waiting time to ~~[[a]]~~ an executable code on an on-hold page provided to the client, the code corrects the waiting time based upon a round trip time and a response time provided by the interface unit.

37. (Currently Amended) The system of claim 33, wherein the interface unit provides ~~[[a]]~~ an executable code to the client, the code receives a preferred wait time or on-hold preference from a user of the client.

38. (Previously Presented) The system of claim 33, wherein the interface unit selects the on-hold server from a plurality of on-hold servers based upon the waiting time or an on-hold preference.

39. (Previously Presented) The system of claim 33, wherein the interface unit generates an on-hold request for a web page of the on-hold server.

40. (Previously Presented) The system of claim 33, wherein the interface unit identifies a web page from a plurality of web pages, each of the plurality of web pages providing different content according to different wait times.

41. (Previously Presented) The system of claim 33 wherein the interface unit further maintains the client on hold until the response time of the requested server is less than a desired response time specified by a user of the client.

42. (Previously Presented) The system of claim 33 wherein the interface unit further receives an indication that the user of the client is finished with the on-hold server, and takes the client off on-hold.

43. (New) A method executed by an interface unit for putting a client on hold, the method comprising:

- (a) intercepting, by an interface unit, a request from a client to access a requested server;
- (b) determining, by the interface unit, that a response time of the requested server exceeds a threshold by calculating an estimated future response time based on (i) a weighted average of a previous measured response time and a current measured response time, plus (ii) a correction factor proportional to the difference between a previously calculated estimated response time and a corresponding previously measured response time;
- (c) putting the client on-hold, by the interface unit, in response to the determination that the current response time exceeds the threshold;
- (d) establishing, by the interface unit, a waiting time for the client; and
- (e) transmitting, by the interface unit, an on-hold request to an on-hold server based upon the waiting time.